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ABSTRACT

Student perceptions and usage of selected services and organizations that receive student services fee support at the University of Minnesota Twin Cities campus were surveyed. Respondents were 417 continuing, fee-paying, nonforeign, day students. Key findings include: 60 percent said the fee should be increased enough to keep pace with inflation; 8 percent said it should be increased to expand services; 17 percent said the fee should be held at its current level; and 13 percent indicated it should be reduced. Priority rankings generally favored problem-oriented services and those used by majority of students; 77 percent ranked the health service a high priority; services to help students deal with problems with the university were a high priority for 60 percent of respondents; and 47 percent ranked student unions a high priority. Low priority rankings tended to be given to specialized educational programs and services for special groups; only 6 percent ranked the debate team a high priority; only 9 percent considered student television training and production a high priority; 10 percent ranked programs on foreign student issues high, and 20 percent rated minority student programs high. Information is also presented on: the "Minnesota Daily"; recreational sports; Student Course Information Project; and student referendum on building project. Findings include the following: 46 percent of respondents look at or read the "Daily" every day; 5 percent never read or look at the "Daily"; and participation in intramural/team sports and self-service sports was reported by 24 percent of respondents. A questionnaire and comments by respondents are appended. (SW)

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The 1981-82 Student Services Fee Survey

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Student Life Studies and Planning

University of Minnesota

U.S. DEPARTMENT OF EDUCATION
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EXECUTIVE SUMMARY

A telephone survey was conducted among 417 continuing, fees paying, non-foreign, day school students on the Twin Cities campus. The survey focused on their opinions and usage of selected services and organizations which receive Student Services Fee support. Key findings included:

a. Student Services Fee

-- Sixty percent said the fee should be increased enough to keep pace with inflation; 8% said it should be increased to expand services; 17% said the fee should be held at its current level, and 13% indicated it should be reduced.

b. Service Priorities

-- Priority rankings generally favored problem-oriented services and those used by a majority of students; 77% ranked the Health Service a high priority; services to help students deal with problems with the University were a high priority for 60%; 47% ranked Student Unions a high priority.

-- Low priority rankings tended to be given to specialized educational programs and services for special groups; only 6% ranked the debate team a high priority; only 9% considered student television training and production a high priority. Ten percent ranked programs on foreign student issues high, and 20% rated minority student programs high.

-- The priority rankings were consistent with previous studies of these kinds of services.

c. Minnesota Daily

-- A plurality (46%) of respondents look at or read the Daily every day; 22% do so 3 or 4 days a week; 19% read or look at it once or twice a week; 3% said less than once a week; and 5% never read or look at the Daily.

-- One-fifth (20%) rated the Daily excellent as a source of campus news and information; 51% rated it good; 22% rated it fair; 5% rated it poor; 2% had no opinion.

-- A substantial majority (79%) said the Daily should be the only campus newspaper; 18% said there should be an alternative; 3% expressed no opinion.

-- Two-thirds (66%) said fee money should not be used to support an alternative campus newspaper; 31% supported use of fee money for this purpose; 3% had no opinion.

d. Recreational Sports

-- Participation in intramural/team sports and self-service sports was reported by one-quarter (24%) of the respondents; 30% participated in either self-service sports or intramural/team sports; 46% participated in neither.

-- Equal percentages of respondents said yes (40%) and no (41%) to the need for new recreational sports facilities; one-fifth (19%) said they did not know.

-- Almost one-half (49%) opposed the use of Student Services fee money for new recreational sports facilities; 45% said yes; 6% said don't know.

-- Opinions about the need for new recreational sports facilities were positively related to level of participation; 74% of those active in team and self-service sports said new facilities were needed;54% of those who participate in one or the other said yes; 28% of non-participants indicated need for new facilities.

-- Level of participation was also related to priority ranking of recreational sports programs; 59% of the team/self-service participants ranked these programs a high priority; 41% of those in the middle category responded similarly; 21% of the non-participants ranked them a high priority.

e. Student Course Information Project (SCIP)

-- A majority (64%) had looked at or seen the SCIP Courseguide newspaper.

-- Of those who had seen or looked at the Courseguide, one-fifth (20%) used it to help choose fall quarter classes; 75% did not use it.

-- The SCIP Courseguide Bluebook was looked at or seen by 21%.

-- One-fifth (21%) of those who had seen or looked at the Bluebook used it to help select Fall quarter classes; 78% did not use it.

f. Student Referendum on Building Project

-- Sixty-nine percent of the respondents favored a proposal to allow student fee money to be used for a building project only if a majority of students approved the expenditure in a referendum.

INTRODUCTION

Background and Content of the Study

For the past several years the University's Student Service Fee Committee has used student surveys to help shape its recommendations on the Student Services Fee. This is the report of the 1981-82 fee survey.

Overshadowing other issues in this year's fee-setting is the size of the fee. All students taking six or more credits pay the current $70.30 per quarter fee in addition to tuition. Over the past ten years the size of the fee has steadily risen. Although this increase is less than the increase in the general cost of living for the same period, it is worrisome because it adds to the total cost of going to college. There is concern that the cost of attending college is outstripping the ability of many students to pay. Just as it has in other areas of the economy, sentiment has been growing to cut back services rather than continuing to raise the fee to keep pace with inflation.

One of the main goals of this year's survey was to gauge just how strong this cost-cutting sentiment has become. The survey directly asked students what they thought should be done with the fee. Should it be raised enough to expand services? Raised just enough to keep up with inflation and keep services at their present level? Should the fee be frozen at its present size, meaning a gradual erosion of service by inflation? Or should it be reduced, meaning an immediate cutback in services?

A more detailed probing of student opinion was accomplished through a set of questions about students' priorities. The questions asked students to say whether each of several types of services should have a high, medium, or low priority for student fee funding. The purpose of these questions was to give the Fees Committee information on what services students most and least wanted to pay for.

Other questions were asked about some services and issues of particular concern to the Fees Committee this year. One of these services was the Minnesota Daily. Some students have complained that the Daily's coverage of campus news is inadequate. Others allege that the Daily's content is slanted and offensive, and have called for the creation of an alternative campus newspaper. The survey sought to see how many students shared these complaints. Students were asked to rate the Daily as a source of campus news, and to give their opinions on whether there should be an alternative campus newspaper.

Another service of interest was the Student Course Information Project (SCIP), which is intended to help students choose courses. The Student Course Information Project publishes detailed information on the nature and quality of academic courses gathered from students taking the courses. Questions have been raised about the usefulness of the project because many faculty don't allow their courses to be included. To address this issue the survey asked students whether they had seen the course information publications and whether they had used them in selecting their courses.

A third service singled out for attention was the Recreational Sports Program. Plans have been made for a new recreational sports building that would be paid for from student services fees collected over a period of several years. The survey asked students whether a new building was needed and whether student fee money should be used to pay for it.

More generally, the survey addressed the philosophical and political question of whether the University should commit future student fee money to long term building projects like the proposed recreational sports building. Some students have contended that students didn't have enough say in whether fees should be used for a previously fee-funded building, the Bierman Athletic Building. The Fees Committee specified that the survey ask students about a

proposal in this area. The proposal is that proposed fee-funded building projects be put to a referendum vote among students enrolled at the time. If a majority of students did not approve of the project, then it would not be built. In essence, the proposal would give those students who vote veto power over the use of fees for student service building projects.

Finally, students were to volunteer any comments they wanted to make about the fee.

Survey Procedures

The survey was conducted by telephone by Koser Surveys, a professional polling firm, between November 20 and 30, 1981. The data in the report are from 417 students who met the following criteria: (1) They were registered for 6 or more credits in Fall 81, and thus paid the Student Services Fee. (2) They had previously registered at the University (i.e., new freshmen and transfer students were excluded). (3) They did not have foreign student visas (i.e., foreign students were excluded).

The remainder of the report presents the study findings and an analysis. Also included are a complete description of the survey methodology (Appendix A), a copy of the questionnaire used (Appendix B), and a listing of comments made about the fee by the students surveyed (Appendix C).

Note: The figures in the data tables may sum to 99% or 101% due to rounding.

FINDINGS

I. ATTITUDES TOWARD THE SIZE OF THE STUDENT SERVICES FEE

When asked what should be done with the fee in the future, 60% of the responding students said that it should be increased enough to keep up with inflation and 8% said that it should be increased enough to expand services. Younger students were more in favor of increasing the fee than were older students. Among those 22 or younger, 79% favored increasing the fee compared to 60% among those 23 or older.

Table 1

In the future do you think the $70.30 fee should be increased enough to expand services, increased just enough to keep up with inflation, held at its present level, or reduced? *

(N=414)

	Percent
Increased enough to expand services	8.5
Increased enough to keep up with inflation	59.9
Held at its current level	17.1
Reduced	12.6
No Opinion	1.9

*The question was prefaced with the following introduction:

We would like to know your views about the future of the student services fee. Because of inflation the fee will have to be gradually raised over the next few years to maintain current services. If services are expanded, the fee will need to be raised more. If the fee is held at its current level, inflation will cause services to be gradually reduced. If the fee is cut, services will be reduced more.

II. STUDENT PRIORITIES

The services highest in student priorities were of two kinds. The top two, given a high priority rating by a majority of students, were the student health services and services to help students deal with problems with the University (intended to encompass the functions of services like the Student Ombudsman Service). These are problem oriented services--they assist students with clear and sometimes urgent difficulties of a type that all students are likely to encounter at one time or another. The next two services, the student unions and campus publications, are not problem oriented, but they do serve a majority of students.

In contrast, the services lowest in student priorities are ones that appeal primarily to small subsets of students with special educational interests. Regardless of their quality, television training, debate, and foreign exchange programs are likely never to be of strong personal interest to many students.

The middle group of services--legal aid, recreational sports, student government, child care, and music programs--are somewhat different from the services in either the top or bottom groups. They are either problem solving services not likely to be used by a majority of students (legal aid, child care), or educational services with a broader appeal than those in the lowest group (recreational sports, student government, music programs).

Students' priority ratings for services were related to their sex and age. Women assigned significantly ($p < .01$) higher priority ratings than did men to seven of the 14 services: student government, foreign exchange programs, bands and music, services to help students deal with University problems, minority student programs, legal aid, and foreign student programs. Only recreational sports was rated a higher priority by men than women, Interestingly, age

differences showed that those in the middle age range (23-27) tended to give lower priority ratings than did those who were either younger or older. This was the case for child care, foreign exchange programs, legal aid, and minority student programs. Only for bands and music programs was the lowest rating assigned by the oldest group (28+). A plausible speculation might be that those in the middle age group are more narrowly and intensely focused on their studies and are less interested in services than either younger or older students are.

Respondents' class, college, and commuting status were generally not related to their priority ratings. The only significant difference on these factors was that commuting students rated recreational sports programs as a lower priority than did non-commuters.

The interpretation of student priorities should take into account the groups who were not included in the sample. Foreign students would have undoubtedly given high priority rankings to foreign student programs, and probably to foreign exchange programs, and minority student programs as well. Their numbers, however, would not have been great enough to substantially alter the findings. Similarly, new freshmen and transfer students might have given especially high priority ratings to the services that would be immediately used by new students such as unions and newspaper, and perhaps lower ratings to smaller, less used services. Again, their rating would probably not have a large effect on the total results.

Overall ordering of student priorities is highly consistent with past studies. Whenever students have been asked to rate services on a variety of dimensions such as importance and whether or not they should be funded from fees, the widely used services and problem-oriented services appear on top, while those oriented toward special educational services and smaller groups appear on the bottom.

Table 2
Student Priorities for Fee Funding*
(N=409-417)

	Percent			
	High Priority	Medium Priority	Low Priority	Mean
Student Health Service	77.3	16.4	6.3	1.3
Services that help students with problems with the University	60.2	31.7	8.2	1.5
Student Unions	47.4	40.3	12.2	1.6
Campus newspaper, publications	36.9	51.3	11.8	1.7
Legal aid for students	38.2	45.7	16.1	1.8
Recreational sports programs	36.0	45.1	18.9	1.8
Student government	33.7	46.9	19.5	1.9
University band and music programs	30.5	53.7	15.8	1.9
Child care for students' children	25.7	41.0	33.3	2.1
Programs on minority student issues	19.7	51.4	28.8	2.1
Student exchange programs with foreign universities	17.3	47.6	35.1	2.2
Program on foreign student issues	10.3	48.3	41.3	2.3
Student television training and production	9.0	34.2	56.7	2.5
University debate team	5.5	29.1	65.4	2.6

*Question was introduced with the statement: "I am going to read a list of services. For each one, please tell me if you think it should be a high, medium, or low priority for funding from the Student Fee."

III. MINNESOTA DAILY

IIIA. Daily Readership

Daily readership figures in the 1981 fees survey are nearly identical with those found in the 1979 fees survey. Slightly fewer than half the respondents in both surveys said that they read the Daily every day, and slightly fewer than three quarters read it at least three times a week.

As in previous studies, younger students and non-commuters tended to read the Daily more often than did older and commuting students.

Table 3
How often do you read the Daily?

	Percent	
	1981 (N=417)	1979 (N=464)
Every day (5 days)	45.6	47
3-4 days a week	27.1	27
Once or twice a week	18.7	17
Less than once a week	3.4	6
Never	5.3	3

IIIB. Ratings of the Daily as a Campus News Source

In previous surveys students were asked about their overall satisfaction with the Daily, resulting in the finding that most students were satisfied with the paper. This year's survey was more specifically focused on the quality of the Daily as a source of campus news and information. Again, however, student sentiment was generally positive. Over 70% of the respondents said the Daily was a good or excellent source of campus information.

Table 4
How would you rate the Daily as a source of campus news and information: excellent, good, fair, or poor?
(N=416)

	Percent
Excellent	20.4
Good	51.2
Fair	21.9
Poor	4.6
No Opinion	1.9

IIIC. Attitudes Toward an Alternative Newspaper

Critics of the Minnesota Daily have argued that the University ought to have another newspaper available as an alternative. This idea did not receive much support from the students surveyed. Nearly 4 out of 5 respondents said that the Daily should be the only campus newspaper.

Presumably in the interests of fairness, students were somewhat more receptive to the idea that an alternative campus newspaper should receive fee money if there were one. Still, about 2 out of 3 students were opposed to giving fee funding to an alternative paper.

Table 5
Do you think the University should have another newspaper as an alternative to the Daily, or should the Daily be the only campus newspaper?
(N=412)

	Percent
Alternative Newspaper	18.0
Daily only	78.6
No Opinion	3.4

Table 6
If the campus had another newspaper, should student fee money be used to support it, or should it not receive fee money?
(N-406)

	Percent
Yes, should	30.8
No, should not	65.8
Don't know	3.4

IV. RECREATIONAL SPORTS

IVA. Participation

A majority of respondents (54%) reported at least some level of recreational sports participation at the University in the past year. About one-quarter (24%) reported participating in both self-service sports such as swimming, and intramural sports. Slightly less than one-third (30%) participated in either self-service or intramural sports. No participation was reported by 46%.

Table 7
(N=417)

Participation		Percent
Both self-service and team sports		23.7
Either self-service or team sports		30.0
No participation		46.3
Broken down by type of participation, the figures are:		
Intramural sports team/club	YES	34.5
	NO	65.5
Self-service sports	YES	42.9
	NO	57.1

Level of participation was related to sex of respondent, with men more likely (30%) than women (17%) to participate in both intramural and self-service sports. However, men and women were equally likely (30%) to participate either in intramurals or self-service sports.

Younger students were more likely to have higher participation levels than were older students.

Non-commuter students were three times (43%) as likely as commuter students (13%) to participate in self-service and intramural sports. Commuter (29%) and non-commuter (31%) students were equally likely to participate either in self-service or intramural sports.

IVB. Attitudes Toward Recreational Sports Facilities

When asked whether there was a need for new recreational sports facilities, the respondents split evenly--40% yes, 41% no, and 19% don't know. The percentage seeing a need for the building was lower in 1981 than in the 1979 fees survey.

A similar pattern was evident on the question of fee funding for new recreational sports buildings. In 1981 45% of the respondents said that fee money should be used, compared to 63% in 1979.

Table 8*

		Percent	
		1981 (N=416)	1979 (N=156)
Do you think there is a need for new recreational sports facilities?	YES	40.4	49.0
	NO	40.6	33.0
	DON'T KNOW	19.0	18.0
Do you think that part of the required Student Services fee should be used to help pay for them?	YES	45.3	63.0
	NO	49.2	35.0
	DON'T KNOW	5.6	2.0

* The question was introduced with: "A proposal has been made to build new recreational sports facilities on campus. These would be for most indoor sports, and would include a gymnasium, swimming pool, and handball courts."

It is important to note, however, that there is an especially strong relationship between participation in recreational sports programs and attitudes toward the building.

Table 9*

		Participation (N=337)		
		Both Team and Self-Service	One--Either Team or Self-Service	None
Is there a need for new recreational sports facilities?	YES	74.0	54.5	28.2
	NO	26.0	45.5	71.8
Should fee money be used?	YES	64.6	52.9	35.4
	NO	35.4	47.1	64.6

*Don't know responses were not included.

On both questions the responses of those who had participated in both types of recreational sports were a mirror image of the responses of those who did not participate at all. Nearly three quarters of the participants in both activities said that new facilities were needed while three quarters of those non-participants expressing an opinion said facilities were not needed. Opinions were slightly less polarized on the question of fee funding, where even the double participants were less certain.

V. STUDENT COURSE INFORMATION PROJECT (SCIP)

Approximately two thirds of the respondents said that they had seen the SCIP Courseguide newspaper handed out with registration materials. Of those who had seen it, about 21% (13% of all respondents) said they had used it for selecting fall and winter courses.

Awareness and usage of the more extensive SCIP Courseguide Bluebook were lower. Twenty-one percent of the respondents said that they had seen the Bluebook. Of those who had seen it, 21% and 15% (5% and 3% of the total group respectively) had used the book for fall and winter course selection.

The greatest proportion of users of the Courseguide was from among College of Liberal Arts students (30% of those who had seen it) and the lowest proportion among students in the College of Education.

It should be noted that the word "use" in the SCIP questions proved ambiguous. Some respondents qualified their answers by saying that they referred to the information while making decisions about course selection, but they did not find it useful. The figures on usage probably underestimate the number of persons who looked at the SCIP materials while choosing courses.

Table 10

Have you looked at or seen the SCIP Courseguide newspaper which is handed out with registration materials? (N=417)

	Percent
YES	64.3
NO	35.3
DON'T KNOW	0.5

Did you use it (the Courseguide) to help choose your fall quarter classes? (Asked only of the 268 who had seen it)

	Percent of Those Who Had Seen It (N=268)	Percent of All Respondents (N=417)
YES	20.5	13.2
NO	74.6	83.2
QUALIFIED NO (Had referred to it, but didn't find it useful)	4.9	3.1

The upcoming winter quarter classes?

	Percent of Those Who Had Seen It (N=216)	Percent of Total (N=417)
YES	21.0	13.4
NO	70.8	80.6
QUALIFIED NO	2.6	1.8
DON'T KNOW-HADN'T REGISTERED	5.6	3.6

Have you looked at or seen the longer SCIP Courseguide Bluebook which is available in campus libraries and advising offices? (N=417)

	Percent
YES	21.3
NO	78.4
DON'T KNOW	.2

(Table continued next page)

Table 10 (continued)

Did you use it to help choose your fall quarter classes? (Asked only of the 89 persons who had seen it)

	Percent of Those Who Had Seen It (N=89)	Percent of Total (N=417)
YES	20.2	4.6
NO	77.5	95.0
QUALIFIED NO	1.1	0.2

Winter quarter classes?

	Percent of Those Who Had Seen It (N=89)	Percent of Total (N=417)
YES	15.7	3.4
NO	78.7	95.2
QUALIFIED NO	0	0
DON'T KNOW	5.6	1.2

VI. OPINION ABOUT A BUILDING REFERENDUM PROPOSAL

At the request of the Fees Committee, students were asked their opinions of a proposal to give students veto power over using student fee money to pay for building projects. Sixty-nine percent of the respondents said that they favored the proposal.

It should be noted that this question generated more requests for clarification and repeats than did other questions in the survey.

Table 11

Money from the student services fee can be used to help pay for student service buildings, such as unions and sports buildings. A proposal has been made for students to vote on new buildings built with fee money. That is, a new student service-type building could be built with fee money only if it passed a student vote. Do you favor or oppose this proposal?
(N=416)

	Percent
Favor	69.2
Oppose	28.1
Don't Know/No Opinion	2.6

VII. AWARENESS OF THE DISTRIBUTION OF THE FEE MONEY

Students were asked whether they had seen a list of the services supported by the fee. About two-thirds of the respondents had seen such a list. Juniors (71%) and seniors (72%) were more likely to have seen the list than were sophomores (58%) and graduate/professional students (52%).

Table 12
Have you looked at or read a list of the services and organizations funded from the student services fee? (N=417)

	Percent
YES	65.5
NO	33.8
DON'T KNOW	.7

VIII. COMMENTS ABOUT THE FEE AND FEE SUPPORTED SERVICES

Two hundred and eighteen of the 417 respondents offered comments about the fee and the services it supports. These open-ended comments were coded into seven categories. The most frequent comment was either that only service users should have to pay for them, or that fee funding should be given only to those services used by a majority of students. The next most frequent comments were that students needed more information about the fee, and general positive comments about the need for having the fee.

Table 13

	Percent of Those Offering Comments
Users should pay/Fund only services used by majority.	28
Need more information about fee and services.	19
General positive comments about fee and services.	18
Comments (pro and con) about special services other than Health Service.	12
Fees too high/Costs must be held down.	10
Miscellaneous/Other.	9
Comments (pro and con) about Health Service.	5

ANALYSIS AND DISCUSSION

Perhaps the paramount issue for public institutions today is the choice between cutting services and raising taxes. On this issue students took a clear stand--two out of three would prefer to raise their taxes (their fee) at least to keep pace with inflation. Some respondent comments illustrative of this view are:

> "I don't like paying such a high fee but it is worthwhile because in a University so large the services are essential."
>
> "I feel it's a necessary part of education because there's more to education than just classes. I transferred from another college and am using some services. Students should be made aware of services and make decisions about them."

Just as in other areas, those who support raises in taxes do so with reluctance and qualifications. The days of easy expansion of services are over. Only eight percent of the respondents were willing to pay to have their services expanded, and one in three advocated either gradual or immediate cutbacks.

Students' views of their highest and lowest priorities for types of services were consistent with students' ratings in earlier surveys. Consistently at the top are services such as the Health Service and the Student Ombudsman Service which deal with problems that all students are likely to encounter at one time or another. Also consistently in the top group are services used by a majority of students--the Unions and the Daily.

The services at the bottom of the priority rankings this year and in previous years are those that appeal to smaller groups with special interests and needs--minorities, foreign students, and those interested in television and debate.

The sentiment underlying student priorities is a utilitarian, "pay as you go" one. Illustrative of this point of view are these comments:

"I'm a commuter student so I don't use services enough to warrant paying such a high fee. The services should be financially supported by the students who use them. Others in my class feel the same way."

"Some areas involve so few students and all are paying for it. It's unfair. I'd suggest we see what services are used by most. There are essential areas and some even need to be expanded."

The utilitarian, pay-for-what-you-use view of student priorities poses problems for those who decide about fees. On the one hand, paying only for what one uses is intrinsically fair. On the other hand, acting from this perspective would prevent worthwhile but very limited services from ever being funded.

The specific questions about selected individual services--the Daily, Recreational Sports, and the Student Course Information Project--revealed some consistencies and some changes. As in previous studies, attitudes toward the Minnesota Daily remain fundamentally positive. No matter what opinion dimensions have been tapped, those opposed to the Daily tend to be strongly opposed, but small in number. In this year's survey, a strong majority of students (70-80%) rated the Daily's coverage of campus news as good or excellent, and said that the Daily should be the only campus newspaper.

Recreational sports programs remain widely used. However, overall support for a new recreational sports building is down from that expressed in the 1979 fees survey. An important qualification to this trend is that the relationship between usage of recreational sports facilities and attitude toward new facilities remains strong. To know the current recreational sports facilities is definitely not to love them.

The finding that a minority of students see and use the Student Course Information Project's Courseguide and Bluebook is also consistent with previous data collected by the University's Measurement Services Center.

Finally, student sentiment clearly is strong for being informed on fees issues and being involved in decisions about fees. One third of the students said that they had not seen a list of the fees, and a number of those who made comments about fees said they needed more information about what their money pays for.

Over 2 out of 3 students also said they favored a proposal to allow a student referendum to decide whether fee money should be used for a new building project. However, some caution should be exercised in the interpretation of this finding. The referendum proposal is a new idea, not previously discussed in University publications or forums. Respondents were hearing about it for the first time. They had not previously been exposed to discussions of the details and implications of the proposal. Under these conditions it is possible that the question was tapping a general sentiment for a student voice in decision making as much as a specific informed judgment of the referendum mechanism. This interpretation is speculative since it is also possible that respondents did quickly comprehend the details of the proposal and endorse them. A better understanding of student opinion of this idea could be gained if students were surveyed again after the proposal had been widely publicized and discussed.

In sum, most students are willing to pay to keep student services, particularly the ones they use. But they want to be informed about them and have a voice, perhaps a very strong one, in the way their money is spent.

APPENDIX A

METHODOLOGY

APPENDIX A

METHODOLOGY

Questionnaire Development

Following meetings with the Fees Committee, Student Life Studies and Planning staff wrote an initial draft interview to reflect issues of concern to that committee. This version was then refined into one suitable for a pre-test. Pre-test telephone interviews were completed with approximately 15 students and revisions were subsequently made to improve question clarity.

Sampling

The Office of Admissions and Records drew a random sample of day-school students registered on the Twin Cities Campuses during Fall quarter, 1981. It excluded adult special students; "new" students, i.e., those who were enrolled for the first time during Fall, 1981; foreign students (determined by visa status), and medical fellows. The initial sample size was 541, but 8 students were subsequently excluded: 4 M.B.A. night students, 3 foreign students, and 1 student working in another state. The sample was further reduced to a size of 500 by randomly eliminating names with a random number table.

After interviewing began, the sample base of 500 was reduced to 486 after 14 respondents were found to be ineligible because they were not registered, had dropped out, or were foreign students. Of the 486 valid respondents in the sample, interviews were completed with 464, for a 95% response rate. Another 47 students were interviewed but not included in the analysis for this report because they were not registered for 6 or more credits and did not pay the student services fee.

The decision to omit new students was based on the judgment that this group would not be sufficiently familiar with the issues; i.e., it would not

be worthwhile to survey them because of their limited experience and knowledge of services and organizations. The decision to omit foreign students was based on previous experience in polling this group. Several types of problems have been encountered among foreign students in past studies, including students' inability to comprehend English on the telephone, lack of familiarity with the cultural context of issues surveyed, and lack of familiarity with the method of survey research. In addition, a large number of foreign students are harder to locate, and some tend to be suspicious of the motivations for the poll.

Interviewing

The interviews, averaging about six minutes in length, were conducted by Koser Surveys, Inc., a professional polling firm, between November 20 and November 30, 1981. Interviewers were instructed to attempt contacting each respondent until successful. Ten percent of the respondents were re-contacted to verify that interviews had been conducted.

Margin of Error

Survey research results are always subject to two general kinds of error: non-sampling error and sampling error. The amount of non-sampling error cannot be estimated and researchers generally assume that it is random, therefore not systematically biasing results. Non-sampling error is due to factors such as keypunching/coding errors, unintended cues by an interviewer, or even respondent deception.

Sampling error, i.e., the difference between obtained results and those that would be obtained by surveying the entire population, is measured by the standard error statistic. Standard error expresses the precision of a result in terms of a range of scores around a sample result, either a proportion or an average. A separate standard error must be calculated for each statistic

calculated if one desires precise interval estimates. However, one can easily estimate a maximum range around a proportion, given the sample size. In this study, with data on 417 respondents, one can be 95% certain that any observed proportion is within ± 4% of the true proportion for the population from which the sample was drawn.

Another aspect of margin of error deals with sample representativeness. Representativeness of a sample, i.e., the extent to which sample results are generalizable to or represent the population from which it was drawn, is typically assumed to follow when a random sampling procedure has been used. As discussed earlier, this study was based on such a sample, from which some groups had been excluded. Therefore, we can be reasonably confident that these results represent the defined population.

While it is advisable to verify sample representativeness if possible, this depends on the availability of comparable data. Because University-wide data are not readily available in categories which closely match the sampling criteria, useful comparisons are not feasible.

APPENDIX B

QUESTIONNAIRE

Fees Survey, Fall, 1981. Conducted by the University Poll for the University of Minnesota.

Attempts

1_____ 6_____

2_____ 7_____

3_____ 8_____

4_____ 9_____

5_____ 10_____

CardNo 1 (1)
SeqNo ____ (2-4)
Coll ____ (5-6)
Class ____ (7)
Sex ____ (8)
BYear ____ (9-10)

Hello, I'm _____ from the University of Minnesota Opinion Poll. We're doing a short survey on the $70.30 in Student Services Fees charged each quarter.

1. How many credits are you registered for at the "U" this Fall Quarter?

IF NOT REGISTERED, TERMINATE ← NONE, NOT REGISTERED ____ 1 (12)
NONE, THESIS ONLY OR CONTINUOUS REGISTRATION ____ 2
1 TO 5 CREDITS ____ 3
6 OR MORE CREDITS ____ 4

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2. Do you consider yourself a commuter student?
YES ____ 1 (13)
NO ____ 2

---

3. Have you looked at or read a list of the services and organizations funded from the student services fee?
YES ____ 1 (14)
NO ____ 2
DON'T KNOW ____ 7

Part of the student services fee supports the Minnesota Daily.

4. How often do you read or look at the Minnesota Daily: Never, less than once a week, once or twice a week, 3 or 4 days a week, or every day?
NEVER ____ 1 (15)
LESS THAN ONCE A WEEK ____ 2
ONCE OR TWICE A WEEK ____ 3
3 OR 4 DAYS A WEEK ____ 4
EVERY DAY ____ 5

---

5. How would you rate the Daily as a source of campus news and information: excellent, good, fair, or poor?
EXCELLENT ____ 1 (16)
GOOD ____ 2
FAIR ____ 3
POOR ____ 4
NO OPINION ____ 7

---

6. Do you think the University should have another campus newspaper as an alternative to the Daily, or should the Daily be the only campus newspaper?

ALTERNATIVE NEWSPAPER TO DAILY ___1 (17)
DAILY ONLY ___2
NO OPINION ___7

7. If the campus had another newspaper, should student fee money be used to support it, or should it not receive fee money?

YES, SHOULD ___1 (18)
NO, SHOULD NOT ___2
DON'T KNOW (DON'T VOLUNTEER) ___7

Another part of the fee goes to the recreational sports program.

8. Within the last year, have you belonged to an intramural sports team or sports club at the University?

YES ___1 (19)
NO ___2

9. Within the past year, have you used University facilities for self-service sports such as swimming, handball, or running?

YES ___1 (20)
NO ___2

10. A proposal has been made to build new recreational sports facilities on campus. These would be for most indoor sports, and would include a gymnasium, swimming pool, and handball courts.

	YES	NO	DON'T KNOW	
a. Do you think there is a need for new recreational sports facilities?	___1	___2	___7	(21)
B. Do you think that part of the required Student Services fees should be used to help pay for them?	___1	___2	___7	(22)

Another part of the fee goes to the Student Course Information Project which publishes the SCIP ("skip") Courseguides. The SCIP Courseguide contains course descriptions and student course evaluations.

11. Have you looked at or seen the SCIP Courseguide newspaper which is handed out with course registration materials?

If Yes, ask 11A and 11B below. ← YES ___1 (23)
If No or DK, ask 12 on next page. ← NO ___2
DON'T KNOW ___7

11A. Did you use it to help choose your fall quarter classes?

YES ___1 (24)
NO ___2
DON'T KNOW ___7

11B. How about the upcoming winter quarter classes?

YES ___1 (25)
NO ___2
DON'T KNOW ___7

12. Have you looked at or seen the longer SCIP Courseguide Bluebook which is available in campus libraries and advising offices?

If Yes, ask 12A and 12B below. ← YES ___1 (26)
If No or DK, ask 13 below. ← NO ___2
DON'T KNOW ___7

12A. Did you use it to help choose your fall quarter classes?

YES ___1 (27)
NO ___2
DON'T KNOW ___7

12B. How about the upcoming Winter Quarter classes?

YES ___1 (28)
NO ___2
DON'T KNOW ___7

13. I am going to read a list of services. For each one please tell me if you think it should be a high, medium, or low priority for funding from the student fee.

	HIGH	MEDIUM	LOW	
a. Student Unions	1	2	3	(29)
b. Child care for students' children . . .	1	2	3	(30)
c. Student Government	1	2	3	(31)
d. Student Health Service	1	2	3	(32)
e. Programs on foreign student issues . . .	1	2	3	(33)
f. Student Exchange Programs with foreign universities	1	2	3	(34)
g. University band and music programs . . .	1	2	3	(35)
h. Campus newspaper and other student publications	1	2	3	(36)
i. Student television training and production	1	2	3	(37)
j. Recreational sports programs	1	2	3	(38)
k. Services to help students deal with problems with the University	1	2	3	(39)
l. Programs on minority student issues . .	1	2	3	(40)
m. Legal aid for students	1	2	3	(41)
n. University debate team	1	2	3	(42)

14. We would like to know your views about the future of the student services fee. Because of inflation the fee will have to be gradually raised over the next few years to maintain current services. If services are expanded, the fee will need to be raised more. If the fee is held at its current level, inflation will cause services to be gradually reduced. If the fee is cut, services will be reduced more.

In the future, do you think the $70.30 fee should be increased enough to expand services, increased just enough to keep up with inflation, held at its present level, or reduced?

INCREASE ENOUGH TO EXPAND SERVICES ____1 (43)
INCREASE ENOUGH TO KEEP UP WITH INFLATION ____2
HELD AT ITS CURRENT LEVEL ____3
REDUCED ____4
NO OPINION ____7

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15. Money from the student services fee can be used to help pay for student service buildings, such as unions and sports buildings. A proposal has been made for students to vote on new buildings built with fee money. That is, a new student service-type building could be built with fee money only if it passed a student vote. Do you favor or oppose this proposal?

FAVOR ____1 (44)
OPPOSE ____2
DON'T KNOW/NO OPINION ____7

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16. Do you have any other comments about the student services fee?

If yes, probe and write in. ← YES ____1 (45)
NO ____2

(46-47)

APPENDIX C

COMMENTS

Code Category 1 -- Fees too high/Costs must be held down

-- I felt this last quarter that it was high. Somehow, with budget cuts everywhere, we ought to make the effort to keep costs down.

-- At first, I didn't want to pay for some of them since I didn't use them. It's good for other people. I still don't like it.

-- I have sounded negative because of the University budget problems. The U has to make cuts so student services has to be cut, too. We have to make cuts in a lot of things--I assume these are related--the University budget and Student Services. Everybody has to do their part.

-- I think it's too high now but because of inflation I'm sure it will go up. No student will welcome the increase, I think, because it's too high now.

-- With tuition and everything going up, something has to be cut back. So services and service fees should probably be the things to cut. No use in cutting back on the quality of academics.

-- I don't use health insurance so I get a refund and this is a substantial amount. I think the fee is enough as it is and should not be increased. Everyone is tightening their belts and we should tighten this, too.

-- I'd hate to see it raised too much because tuition will go up more and more, so service fee should be left as low as possible, while maintaining current services.

-- It's very high for me.

-- Seems to be getting pretty high--a good chunk of money.

-- If they're going to have a substantial increase, they should look over what services are really being used. I think it's good you are surveying students because that's the only way you can find out how important the services are that are covered.

-- It should not be increased.

-- But I wish it were lower though I suppose it can't be.

-- Don't feel the fee is outrageous, although it is high, but I use it a lot.

-- Too high and shouldn't be required.

-- Too high, could be decreased.

-- I think they are too high for what we get out of it.

-- Too high, more flexibility is needed in fees.

-- It's geared more to a person that lives on campus than off campus. In answering these questions, I can't help but feel there are other places people can go to get the same services like private clubs for sports. Since tuition on the whole is going up, I don't feel like these areas should be increased. If a person needs these services, then they can find them elsewhere. All these services are fine but as costs are these days, I'd rather see my money go for necessary services like teachers salaries, books. I think the administration is overpaid. They are being overly paid in relation to the professors.

-- I've been to other colleges and I think it's high here for the use I get out of it and compared to other universities.

-- I think that it's too high at present time. The services aren't as good as they should be for as much as we pay. Specifically, Boynton Health Service. They're awful to students (How?) They treat them as second class citizens. They don't get good attention and accurate attention. They're extremely incompetent.

-- I don't think it's right to have to read the Daily to find information that students are held accountable for. I'm all for the new athletic facilities on the St. Paul campus because they were pretty old and shabby. I am upset because the students are being made to pay for the financial problems of the University. There is a lot of waste in many University departments with regard to secretarial staff. A lot of people are doing nothing all day. They could cut some of these positions. I think they could save a lot of money by sending someone out to observe some departments to see exactly how much waste there is and abuse of University property (e.g. use of Xerox machines for personal things).

Code Category 2 -- Only users should pay/Fee should go only for services used by a majority

-- I don't use any of the services and I don't think it's right to have to pay for them.

-- I don't think everyone should have to pay it. I'm an older student, married, and I don't use the services. I think I'm paying out that money for nothing.

-- I sat in on the MSA Forum budget committee meeting last spring. I felt it should be a student check-off system. Have a list of the programs that are funded by the fees and have each student check off what he/she wants to fund in their own interests.

-- Sometimes I wonder where it goes.

-- It should be optional. I think seniors do have an option and freshmen don't. It should be optional for all classes.

-- I think we should have a user fee, those people who use the services should pay for them. I think the fee is too high.

-- I know it's hard but it would be better to pay for what you use--lots of people don't get use from all of their fees. Not everybody uses all the facilities and services. People could have a card for what they are going to use.

-- I pay the fee and the only thing I use it for is the Daily. I don't have time to go to the Union and play. On the whole the student fee is not fair.

-- One idea: since so many services are available and since different students have different needs, why not have an option to pay for only the services you want to use.

-- I believe emphasis in student services is to reach the highest possible number of students. Debate is very expensive, and only concerns a few. The Daily, Rec Sports, and the Health Service probably reach the most people. The majority of students should not have to pay for programs that are not far-reaching or that don't reach out to the majority of students.

-- I don't feel I realize any of the benefits. They're raising my tuition 20% plus this service tax of $70.30. Fortunately my health care is provided for me because I'm a med student. I don't see why I have to pay for things I don't use.

-- A lot of services aren't used by many of the students, and I don't think they should have to pay for them. There should be some sort of a "check off" list.

-- I think if you're not a full time student (taking less than 6 credits) that the student fee should remain optional.

-- It's too much! I don't feel I'm getting my money's worth. One way of reducing costs would be to have the students pay a fee every time they use the swimming pools so that those who aren't using them aren't paying for them.

-- The student fee should be an option, and if persons use them, they should have a voice in the decision-making process of how services should be used. We need to work on personal awareness and personal skills before we build, move, or tear down something. People at the U live too fast. We should feel that when we're asked something our answers are being heard. This is a great school and I wouldn't want to go anywhere else.

-- I don't know--it could possible be known to a greater number of students that they are paying money for these services and that they have rights. The rights of the students are to choose the services they want to support.

-- I don't think anybody likes the fee. We pay $70.30 and the list is posted, but you have to read it to know where our money goes. The majority goes to the sports. The ones who use the sports facilities should pay for them, and those, like me, shouldn't. We're paying for something that we don't even use. My girlfriend is really upset, too. You should call her for her opinion.

-- Well, I know that when I was an undergrad in a smaller school in Michigan, the student service fee was lower there than here in proportion to tuition. Of course, I realize that this is a bigger University, so there are more programs and more students. It's just hard to believe it's this much. One reason it should be kept down is because tuition is so high. It'd be nice to grade it according to the number of credits you take or how much you use the services. I know that you only have to pay half the fee if you take a certain number of credits and this is good, but there should be a scale for those who take fewer or more credits, as well.

-- I think that, as students, we should be able to choose what we pay for. For example, I like the Daily, but I do not take part in Debate.

-- I'm an adult student. From the way I see it, I have used very few facilities because we're quite independent and don't need the services offered by the U. Everyone is forced to pay the fee and this discriminates against those of us who don't use most services.

-- Should try to maintain health service because so many students use it. Not very many students use intramural sports. Maybe they could be funded a little less and those who use it could pay for it. There must be some hard feelings on the part of some students who pay for sports facilities but don't use them. It could be publicized what fees are used for a little more. It's hard to be fair in a large school but if people knew what services were available, they might use them more.

-- I'm a commuter student so I don't use services enough to warrant paying such a high fee. The services should be financially supported by the students who use them. Others in my class feel the same way.

-- I hate the fee. For me, being a commuter, it's a lot to pay for services I don't use. People who live on campus use the services more, but commuters just don't take advantage of the services, e.g., the medical services.

-- If the fee or part of it could be optional I'd like that. For example, if the medical service part was optional, that would be good for me, because I don't use it.

-- I pay my 70 dollars, I read the Daily three or four times a week, but all I read is the weather and personals, and I don't use the other things. I live in Osseo. I go to classes and come home but I don't use services. I don't use sports facilities, etc. That's good for those who live on campus. I think the baby-sitting service is good for some sutdents, but none of this does anything for me.

-- Some things should be optional. The Daily does a good job of reporting when they want to, but sometimes they're slanted.

— Health service fee should not be mandatory. If health service fee is not mandatory, I'd like to get a refund, because I never use it. If it's not mandatory, students should be made aware of this.

— I don't think that the people who don't use the services should have to pay for them; that is, we should not have pay a student service fee unless it's for something we want. The Daily should be a separate fee. I don't mind paying the service fee for the Daily. Those who read it should pay a fee for it.

— I don't like to pay it. Some services--I can't remember their names--didn't seem too useful when I read over the list. There should be some optional ones.

— There are some services that I would rather not pay. A lot of the stuff should be paid by the people who use the services--like the Health Service does. The travel service should be paid by the people who use it.

— I'm concerned about the amount and I don't feel I get my money out of it. I'm covered by a good Health Program so don't get my money out of the student fee. Some people that live on campus probably get their money out of it but commuter students don't.

— It's too high. We're forced to support things that we don't believe in or don't use. People should pay for the things they use such as court time and everyone shouldn't be forced to pay.

— I don't utilize the total service--the commuter students use much less of the services and they could pro-rate the commuter students. If the student is on campus, maybe they should pay more. This could be indicated on the card or something.

— It's high. It's annoying that you have no choices where the money goes. You are forced to support programs you don't agree with.

— It could be applied more individually. Those who use the services more could pay more. I don't know how they'd do that, though.

— I guess it shouldn't be mandatory. I think alot of people don't use the services available to make up for the charge.

— It should be more optional. You could pick what you want to participate in--we need some more escorts to transport students from the east and west banks.

— I think there should be more alternatives to pay or not--it should be optional--if there are religious reasons why people don't want to support certain things they should have more choice. There should be more information as to how the money is spent.

— Some areas involve so few students and all are paying for it. It's unfair. I'd suggest we see what services are used by most--there are essential areas, and some even need to be expanded.

— I feel the fee should be pro-rated depending on the credits and quantity of services used. I don't think someone taking 5 credits should pay the same $70.00 service fee--it's totally unbalanced. It's hard to say how this would work but there should be a more fair way.

-- I think the proportion of money going to recreational sports should be increased because of the number of students using it. The services funded by the student service fee should be at least partially based on the number of students using the service.

-- People should be more aware of what they are paying for. I think students should be able to vote on how their money is being spent--if they are adding new things.

-- The fee should be designed more according to the students' use. Some things a student never uses--yet they must pay for it.

-- Considering that the majority of students commute, I think the fees tend to support the activities of on-campus residents. I'd be in favor of cutting programs rather than raising fees.

-- Don't think it's necessary because I don't think I get anything out of it. I'd rather pay for each area covered when I use that area.

-- I rather disagree with the procedure by which groups get funding. A small group can get funding if they go to the student fee committee and ask for it. So in essence all students are paying for what a small group uses. I think the fee should be broken down and you pay for what you want to use.

-- I think commuters use fewer facilities and it's a rip-off for us to pay the same as those that live on campus. We're just there for our classes and should not pay as much because the services are not convenient.

-- I've never used it--I don't have time for sports. The basics like the health service--are OK but some of the other things are useless. We don't need some of that sports equipment. They can get exercise on the street like everyone else. I'd say 3/4 of the students really don't use many of the available services. Why should we pay for services we don't use?

-- I've never used health services; there should be leeway in which money should be returned or not expected for services one will never use.

-- As a grad student living out of the Twin City area, I wish there was a way to cut down the fee since I am not able to take advantage of many of the services. I wish, however, that we'd have been better informed about just what services are available to us.

-- A great majority of the students don't use the facilities they pay for. It should be a pro-rated charge--there should be a basic charge. Then if you want access to other activities, you should pay extra fees.

-- The fees should be optional with benefits; that is, those that can be controlled.

-- I feel they support too many things that the majority of students either do not need or use. Perhaps it would be better that such organizations or services be funded more by those that need to use them.

-- I would make the high priorities mandatory (question 13) and the low and mediums optional (for those that use them). Only the people on campus would probably ever use that.

-- I think maybe some of the things should be more optional. For example, I think the only thing that should be mandatory is the Health Service and other services should be optional, especially recreation sports.

— I don't like paying it when I only take 6 credits. Since I don't live on campus and I take just the minimum credits to pay the fee and I don't use the services, I think the minimum number of credits should be changed.

— Some of the programs are used by a small minority of people and the majority of people who aren't involved in the programs shouldn't have to pay for them through the student service fee.

— I think the fee should be changed on a percentage per credit basis rather than a cut-off at 6 credits. I'm a parttime student, only taking one course per quarter. It really irks me that sometimes I have to pay the $70, and sometimes I don't. Either any student should be required to pay the whole fee or it should be based on a percentage per credit. I would personally favor paying for services used rather than a package deal.

— Most of the services aren't really serving most of the students. I think the students should have a say in what they use and don't use and their money should go for what they use. I think they should be open 24 hours a day if they expect everybody to use them.

— It should be used just for high priority programs--something that the majority of students could benefit from. Using fees to finance something only a few students use is not justified.

Code Category 3 -- Need more information about fees service

— More information as to facilities that are available for fees we pay. In other words, what's my money being used for?

— I think a list should be given each quarter explaining exactly what is covered in the fee.

— I think last year it wasn't so well publicized that they could get some back. Kids should know about that. It should be publicized more.

— I don't think enough students are aware of services offered through Student Service Fee. Such a small percentage are using the services available. I have a positive feeling toward services. Whenever I used the services, they treated me very well. They didn't just treat me as a number.

— I think information that delineates fee distribution should be made more available to students.

— I don't know that much about it. If I lived on campus I would use the facilities more, but I'm a commuter and just go to campus and then go home.

— I don't think I know enough about it. I probably think I'll take the time and find out about it.

— I don't know if they do this or not, but I don't really know what is available under student fees. I only see this list when in Fraser Hall and I hate to stay there to read it. The Daily would be a good place to have a complete description of all the student services. With my luck they probably already do it.

— I assumed that the $35 waived fee would be deducted from my student services fee since I already have other health insurance. But I guess you have to go to Boynton Health Services to obtain a waiver. It was not explained well and I just found out we had to obtain this waiver. For 2 year I paid $35 extra per quarter. That's a lot of money. I think the student services fee should be explained better to the students.

— Coming in the way I did (last winter quarter) I got poor information about what was available. The only information I got was about Student Health Serfice which I didn't need.

— Haven't seen list of what's being paid for with the student services fee. Should be publicity campaign so the students are aware of what they're paying for. I wouldn't mind paying for them so much if I knew that e.g. there's a legal aid for students that I could use if I needed it.

— I think that not enough people know what the services are that the student service fees pays. I think that it's a reasonable amount to pay.

— I think that people should be more aware of what the service fees go to. When you hand in registration form you should get a phamplet telling what's available or print it in the Daily.

— There are so many things that the money goes for. Some get just a little money, i.e. baby-sitting service. It might be helpful to see where money's going. Basically, I think it's needed.

-- Students should be made more aware of services available.

— I'm wondering why student service fees cover intramural sports and then we pay over and above this. Do you know if this is true? I guess we should be better informed as to just what is covered in the student service fee.

— I've never really thought about it, but now that you're asking these questions, I guess I am aware of where our money goes. Last year I used the recreational facilities and thought they could be a little bit better, but I didn't know about the other services. It's good to know where the money goes.

— I wish I knew more about it. I think the money is used well since I haven't heard any problems about it.

— I didn't realize that so many things were covered by this fee. I guess I should take advantage of these services. Just today I was wondering where that money went.

— I think it should be easier for students to know what they paid for and how they can take advantage of this. There are certain things that I know I can use, but others that I'm uncertain or unaware of. When you pay student service fees, you should be given a description of services that show you what you bought and how you can use it. Not just a list.

— I'm not sure how fees are run here. It's unknown to the students in general. So is student government (i.e. unknown to students). Extra money won't really make a difference in the services provided. It's the people who run things that count. They should be sharp, and I'm not sure they are here.

— I recently learned that you can have 35 dollars deducted from fee if you don't want Boynton Health Services, i.e. if you have your own health insurance. I just found out about it, and I've been here 3 years. A lot of people don't know this. Students who didn't know about this should be able to get a refund at end of quarter if they paid this and didn't use the health service.

-- The University should show people that the fee is used for good purposes, i.e. show the results of fee spending.

— Most students don't know much about distribution of fees. Some way should be found to inform students. Some have bitterness about paying them; it's like buying an empty box and you don't know what's inside because it looks like it's empty so you never look.

— Some way should be used to tell everyone what is going on. I'm still lost over at the U. It's so big. I read the Daily but I still don't know about all the services and facilities there are. I hear about most things from my friends.

— I know they've made an effort to contact people to let them know about the services but too many people still aren't aware of them. We need to make people aware of what they're paying for.

— I guess I wasn't really aware of the uses for the fee at first. So I was really against it. If more students were aware of where the money went they'd feel better about it.

— Not enough information about what's included in the fees. I didn't know before that I could swim--it should go in the Daily, for example.

— I don't think students as a whole know where the money is going. If the students voted on new buildings, very few students would vote, and I don't feel they're informed enough on the need for specific things. People that look into and study the problems and needs should decide things like that.

— When you pay the money each quarter there should be a list made public telling where all this money goes.

— There should have to be a list of services so we know what we're paying for when we register.

— I just wish I knew where all the money went. Some of it goes to the Daily, some to the Health Service, and some to Legal Services, but I don't know where the rest goes.

— I think it would help if periodically a list were published in the Daily with what's covered and how much. So if there was some feedback from the students concerning the fees it would be known.

— I don't think the average student gets use out of it. Students need to be better informed about what services are available. I guess the health service and sports are the things most people know about, but there are certainly more services available, but we have to know about them to take advantage of them.

-- Students should be more aware of services that are provided through the fee.

-- Where are the fees going to, what program, how much? I would be interested to know.

-- More information should be given out to students on where the fee money goes and they should have some say in the matter.

— I get financial aid, so I pay my fee statement the later third of the quarter. I don't get my fee statement paid for until then so I'm not able to use my fee statement for services I've paid for. I would like to see a list—an itemized list—of how the fees are spent.

— It should be carefully managed the way the money is used. Use of the fee should be better described to students so if they have a chance to participate in how the fees are divided up, they'll know more about what the fees are used for.

—I think it should be emphasized to the students where that money is being allocated (specific areas). I think students should play a more active role in deciding where allocations are spent.

— I don't think it's made clear what the fees are spent for.

— How do I find out what the fee is being used for?

Code Category 4 -- Comments about Health Service

-- A lot about the health service and hospitalization is unclear to students as to what they're actually getting. I believe that $35.00 of $70.00 goes to Boynton Service, and this is very high compared to other schools of the same caliber as the U.

— Commuter students don't use the Health stuff--most students are still under their parents' health insurance.

— Is it true that you can go to the Health Service and show them you have other health insurance and get $35 taken off your fee?

— There are a couple of things on the list of services that I don't know why they should be. Boynton is on it and it's about 50% of the fee, and while I favor it being on the list, I don't know if it should get so much money.

— I pay a substantial amount for student health and the service is poor.

— In regard to the Health Service, I've never used it, and I think that it could be reduced and students could be more responsible for some of their own medical expenses. Use of the Health Service is abused.

— Concerning the student service fee, a large part goes to the Health Service. In the past 3 or 4 years I haven't used the Health Service. I have my own doctors. I don't think the fee should be mandatory if you don't use it. Maybe they could let the people who use the services pay for them when they use the services. If you don't use the services, you don't pay for it.

— It is painfully expensive. With the Boynton Health Service plan, there is no deductible: everything is covered. At the same time, I was working and my employer was paying my health insurance which had a $25 deductible. The only way you can escape paying the Boynton Health Service is by enrolling in a health insurance coverage which has no deductible--and I think virtually none of them do. Therefore, there is virtually no way of escaping paying this fee (it was $34 a quarter at the time--one year ago).

— I have not studied closely where this money goes. I know at least 1/3 of this goes to the health service. I don't like being charged for the health service when I don't use it, because it is such a large portion. Hospitalization is optional and I think participation in the Health Service should be also.

— I'd prefer the Health Service fee be optional.

Code Categories 5, 6, and 7 -- Comments about individual services

— I think the fee is good. Perhaps some fat needs to be trimmed off the library system. There should be some special services for the commuter because we are the larger population at the U.

— Wish there was better counseling available to students. I don't have an advisor, and I've had poor counseling. It's costing me a lot of money to take courses I don't need. Counselors who have had no business courses are advising me and giving me poor information. I think they should cut out some of the services, e.g. child care. That's their problem if they have children. It will be my problem when I have them.

— Student government now weak so input by students would not be representative. May be bad but good in long run, as it could change the whole system. We should try to strengthen student government by giving them certain responsibilities. It can't be truly representative since the U is so large. Maybe it could be done through academic or interest areas (e.g. history or fraternities).

There is a severe shortage of indoor recreational facilities on the West Bank. If they're going to build anything, they should build there.

Student fees should be used to permit each University student to have access to computers. Stanford has many. Their students can go to any library and use computers for word processing and programs, news and information for research, etc.

— It seems high, but maybe it's just my ignorance of inflation on student fee. Daily is a large newspaper. Maybe cuts could be made in size. There are extra sections--pretty ambitious for a college newspaper.

— I can't be specific but I don't think that student service fee should fund as many activities as it does, e.g. "rec sports," and I'm even athletic!

— MPIRG should not be included with fee. You should be able to support it if you want to but should not have to ask for a refund if you don't want to support it.

— I think it's a rip-off. So much seems useless. The way the money is divided up is not in the right proportions. I can't remember all the tings it's used for, but I think they waste money. E.G., the statue by Williamson Bookstore. It's dumb. The money could be used for better things. I'm sure that students had to pay for it.

-- My priority would go for sports facilities for handball and so on.

— I'd like to see more money going to the student escort service--I think it's important and I think there should be more lights--there are some pretty dark spots on the campus.

— Seems like there's alot of money going for sports--you pay a big entrance fee to the games, anyway. Student Health and stuff like that I agree with.

— I pay mine. I used the legal service--it was no help. The Student Unions I like.

— I think the debate team should be funded by something else--how many people benefit from it? My priorities would be picked by how many people would use them--how much use they get. Not that the others aren't important but I think they should be funded some other way.

— They have a negative check-off on your fee statement for MPIRG, and I disapprove of the negative check-off system. It is a sneaky way of doing it because many don't look at details on the form. It is automatically added--a little coercion is there. The open way to do it would be for the person at the window to ask you if you want to contribute to MPIRG. I also disapprove of MPIRG being funded by the students at all.

— It's going for a lot of garbage--foreign student aid, for instance, is useless to 99% of the students.

— I'd like to see where money goes. Like University newspapers--they are poor. We need a competitive newspaper--maybe they'd do something right. The health plan should also be looked at--we still pay even if we don't use it. If we have outside insurance, we get some back but not all. Look at the debate team. Why should all of us support a few people in a special interest? I pay for my own intramural sports. If they would cut out paying for some of this kind of thing, they wouldn't have to raise the fee.

— High priority services should be expanded and low priority done away with. There are services people don't get much out of and these we shouldn't continue.

— I don't use all of the services so it would not be fair to comment. However, I would like to say that you should look at what services are actually being used by students. Personally, I would rather have funds directed to academic things rather than to recreational facilities. If we don't use services, we shouldn't be charged for them. They could at least reduce the fee in such cases.

— About recreational sports--there is a great facilities problem for sports clubs and groups. We should build a building, or if funding is difficult, get the Phy Ed Dept. to cooperate a little more, and give more attention to rec sports. The problem is lack of consideration toward rec sports. Both the Phy Ed Departments and Intercollegiate Sports abuse rec sports. Many times courts or other facilities are left open. Maybe we could add on to Norris, Beirman, or Cook. Maybe some other old building could be rennovated and used for sports facilities.

— Some programs should be eliminated or revised. We should take a closer look at the needs of commuter students. I don't believe it is necessary for commuter students to fund rec sports.

— I think they should do away with all the junk the fee supports and just have it oriented to the Health Service and things related to Education, and do away with all this sports stuff.

— Different services are needed for off-campus and on-campus students as well as re-entering and graduate students.

— Don't think the money is used on educational benefits. That's what it should be used for.

— Could part of the intramural sports money come from user fees (50%) and the remainder from student service fees?

— I worked for one of the student unions and I felt that a lot of the recreation and especially the free music and film programs weren't used by a large amount of the students. I feel too much money goes into that.

— Well, I don't use most of the services I pay for. From my own personal viewpoint, I think that what is really bad at the University is the tennis. We've only got 3 indoor tennis courts and tennis people don't get to play on that some of the time. With a population of over 40,000 and the weather we have, there certainly should be more. They could put a bubble over the 4th Street courts--not all of them (only the first 2 or 3 tiers). These courts are only used three months out of the year. There are 21 courts sitting there in the snow most of the time. This would be a good use for student fees.

They should have a good running track. There are so many joggers. It's time they broke down and did something about this junky Cook Hall.

I was a foreign student. I'm an American now. If Minnesota wants to be well known in the world, they should take in more foreign students. They should try to screen the foreign students they take in. If they can try to have a balance of foreign students (from all parts of the world), it would enhance their image abroad and be good for business. This opening up to foreign students from China is very good. They should not take them (foreign students) just because they have money.

— I remember the Bierman Building cost the sutdents money when it wasn't only used by students for recreational purposes. I don't believe the student fees should support such a building. The University takes its building requests to the Legislature every biennium, and that where they should go, because the Legislature should underwriting their financing.

Code Category 8 -- General positive comments

— I take advantage of them pretty well, and I don't mind paying for them.

— I think it serves the purpose: it's a needed fee.

— I think it's pretty fair.

— I was griping about it until you called me today, and now I think it's kind of useful. It really does cover a lot of things.

— Actually, I think it's needed. I've never griped about it. As far as I'm concerned, it's just part of the tuition.

— I think Health Service is very good.

— I think it's worthwhile but put more into recreational facilities!

— For paying $70.30 a quarter I don't use many of the services, but I guess I don't mind paying it for those who do, because they are there for me to use, too, if I choose to.

— I think they're low compared to the real world. Most of us students have never been out in the real world, so to speak.

— I can't remember all the services available but I think I favored all of them. I don't think any of them are unnecessary.

— I strongly support the MPIRG fee as it stands. It's the only lobby group on campus, and I think students should be able to have the experience.

— I think it's a good idea to have student fees but I can't afford them.

— Well, I can see why we have it. I wish it wasn't so high, especially with funding the way it is.

— I thought at first it was very high but now I think it's well used. The only thing is, I think they should let people know what it's used for.

— The fee is high but at least now I'm starting to get some use out of the services.

— My only concern is that I don't want the quality to go down. I don't think that a dollar here and a dollar there is any problem, just so the quality remains as good as it is now.

— I think they're doing a good job.

— I feel that it's a necessary part of education because there's more to education than just classes. I transferred from another college and am using some services. Students should be made aware of services and should make decisions about them.

— The Daily deserves money as does MPIRG. These are the only organizations that I know of that get help from service fees. I don't know about increasing the money that goes to other organizations since I don't know if these services would be of benefit to me.

— Amount of money delegated to each service seems fair; I don't think it's wasted.

— It rounds itself out--what's important for one person in one area and for another in other areas. Anyway, it's here to stay.

— It's pretty good. I've been real satisfied.

— I think that it's fair in proportion to other costs on campus but why so many questions about the Daily? Has someone been upset by it? And how did you get my name?

— It's expensive but it's worthwhile.

— I do benefit from it--the recreational stuff and the health service especially. I've gotten my money out of it. If I had to go to other places in Minneapolis for the same services, I'd have to pay more.

— I don't like paying such a high fee but it is worthwhile because in a University so large, the services are essential.

— It's fine, and if they want to increase it to improve services, that's OK. But don't increase fees to cover what should already be covered by tuition, like the debate team--that's ridiculous.

— I think it's necessary. I have been in student government and was involved so had some say into where the money went to.

— I think they are totally justified in assessing this fee. I think the Daily fee should be mandatory. Even if some students haven't paid the fee, they still pick it up and read it.

— I think it's good. I think I've gotten more than my share out of it, considering what I pay in.

— I don't mind paying it and it seems fair to me.

— It supports some essential services which otherwise wouldn't be supported, especially in this time of cuts. I support the concept in general. I'd like to see specific programs now financed by the fee ranked in order of importance and number of students serviced.

— I think they are good and equally distributed. I'm more than willing to pay that much for the services we get.

— It's really important to keep funding unions. The students need a place to go that's recreational. A lot of their programs are free so we should see that the unions at least are maintained.

— It's hard to pay but we do get benefits from it.

— I think it's most useful in the areas of the Daily and the Health Service. I value these two things.

— I'm happy with the way the fee is now.

— They are becoming very expensive, but the services are good to have.

— It has stayed stable with inflation over the years--that's a plus.

— It would be bad to cut out the Health Service fee.

Code Category 9 -- Miscellaneous/Other

-- I think there must be a surplus at the end of each quarter. Make provision for using surplus to aid students who desperately need help.

— I oppose the students getting to vote on building projects because students registered for one quarter shouldn't be allowed to vote on something that affects students for next 20 years.

— I have had very little use for services so far. This is my second year. My responses are just gut feelings.

-- Being I'm in I.T. I don't have time to take part in the things covered by the student services fee.

— I don't use many services at the U so most of the money I'm paying is not applicable to myself, e.g. legal aid, child care, or even health service since I belong to Group Health. However, I do get some money back on that.

-- No one student can fully utilize all services. Can't possibly get your money's worth.

— As far as the amount of money going to the program is concerned, more money should be given to aid students rather than spending so much on red tape, e.g. errors in transcripts. I may have to extend my stay at the University due to an error on my transcript. You caught me on a good day as I just found out about this error.

— Would be helpful to have a new fieldhouse. I don't know if this is out of student fees, but it really needs fixing up or something. There's a dirt floor, and it's very dusty and dirty in there.

— I'm disgusted with Al Quie! This $70.00 service charge bothers me. It seems ridiculous that they (Reagan, Quie and other government officials) are punishing those who go to school by charging more for tuition and additional services. Also, student loans are harder to get now. A better educated country is more secure economically and thus, they should encourage higher education.

— It's like pseudo-taxation. The students should get to vote on how this money should be spent. There should be a referendum before next fee statement time.

— I don't like to pay the fees but I think they're necessary.

— The fee committee should be more careful about accessing fees (more fair).

— I felt that some of the questions in the survey were hard to answer.

— If our tuition goes up, they could cut out a lot of junk they now include in the service fee--like the Daily. They could reduce the fee if they'd take a good look at who's using the services.

— As a matter of philosophy I strongly disagree that the Daily should be subject to a refund and be treated differently than any other service in the fee.

-- We could maintain it now but in next few years we should take a look at where we can reduce. I mean it might hurt some people but maybe they are in the wrong place. The service fee should be better explained--more information on Boynton--I don't know what you get there. The Union is the most important.

(cont. next page)

It must be maintained for a college atmosphere. That's the only form of campus life commuters get. Commuters, by the way, can't possibly get their money's worth out of the service fee like campus residents can. They should take a closer look at the programs covered by the fee.

— How much increase is needed to keep up with inflation? This question and others I would like answered.

— Some of these fees should be altered for re-entering students because the amount of use changes.

— I feel the U should be funded by the Federal Government, not students.